

FIG. 2

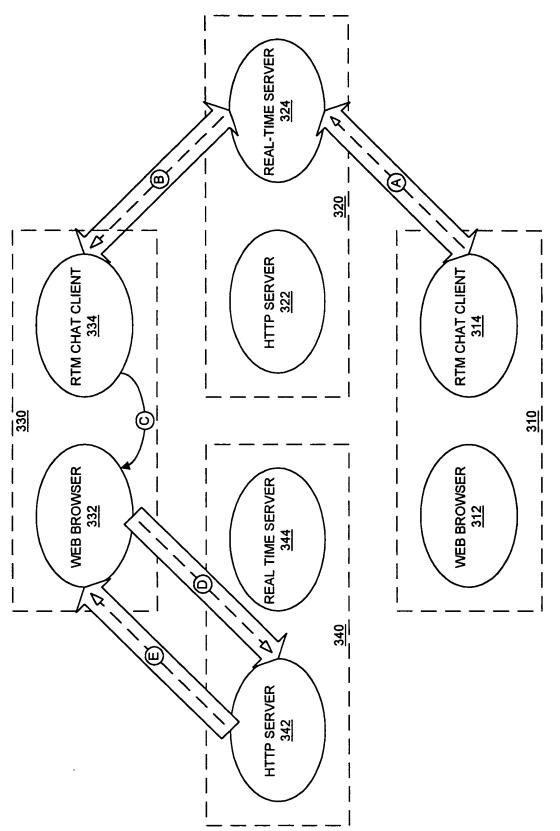
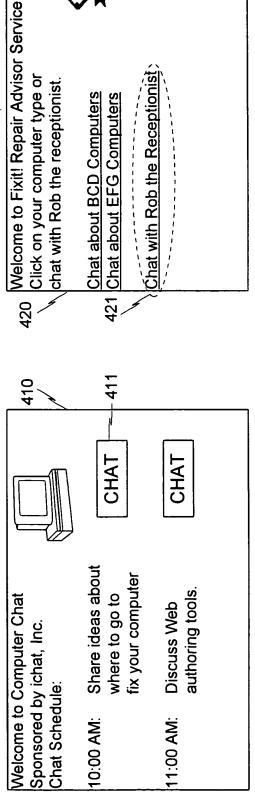


FIG. 3

18/7**58506**597



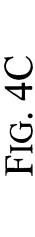
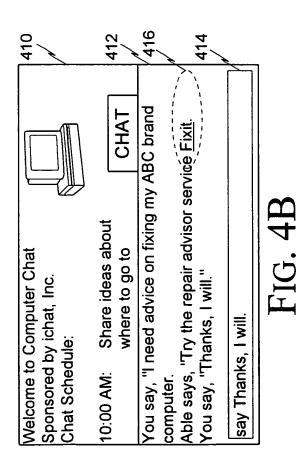


FIG. 4A



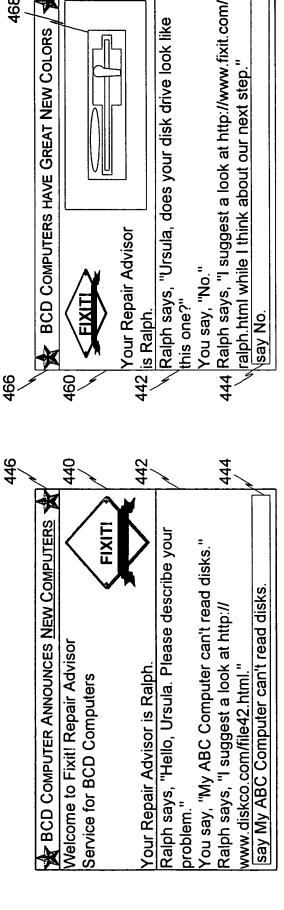
420 Welcome to Fixit! Repair Advisor Service
Click on you computer type or
426 chat with Rob the receptionist.

BCD Computer
EFG Computer

A22 You say, "Can you help repair my ABC Computer?"
Rob says, "An ABC Computer is exactly like a BCD Computer. I will move you to a BCD Computer repair
424 advisor for help."

FIG. 4D

say Can you help repair my ABC Computer?



Ralph says, "Ursula, does your disk drive look like

Your Repair Advisor

ralph.html while I think about our next step."

say No.

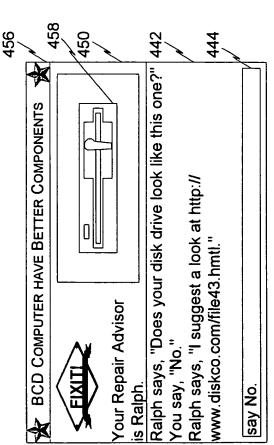
You say, "No."

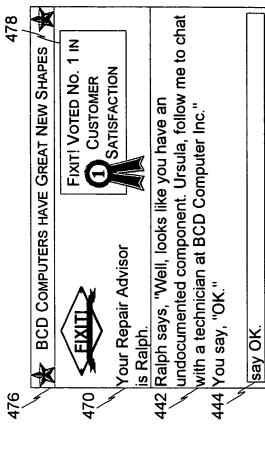
this one?"

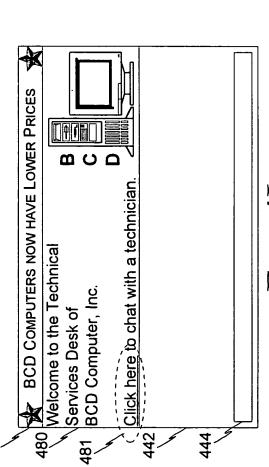
468

BCD COMPUTERS HAVE GREAT NEW COLORS

FIG. 4E







Welcome to the Technical
Services Desk of
BCD Computer, Inc.
Click here to chat with a technician.
Trick here to chat with a technician.
Terri says, "Terri, Ursula has an undocumented component in her ABC brand computer."
Terri says, "Ursula, when did you buy the computer?"
Say July 8, 1995."

FIG. 4J



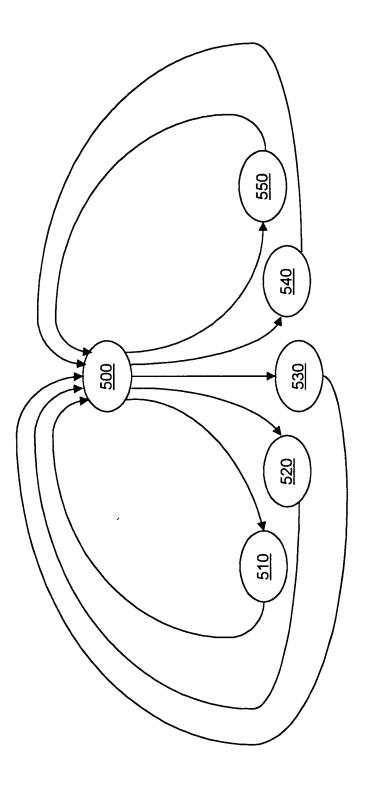
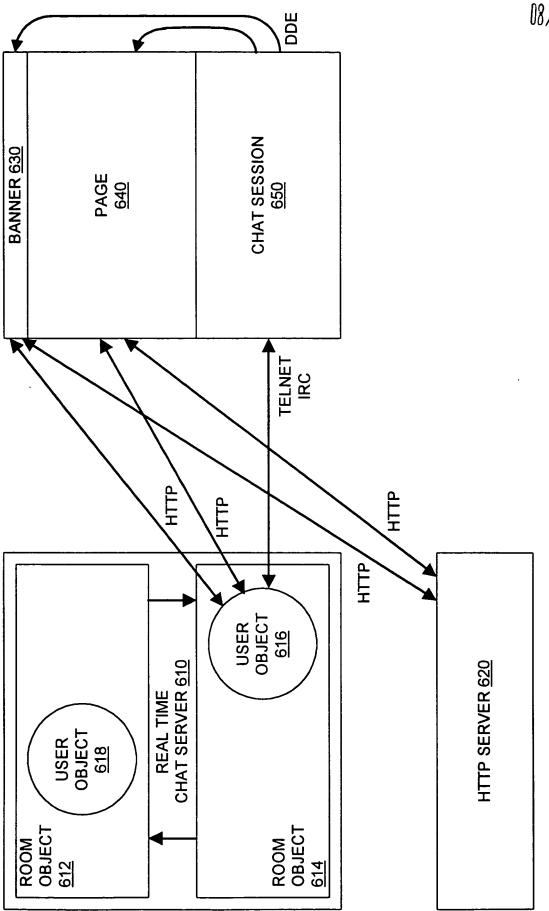


FIG. 5



)/10...>

FIG. 6

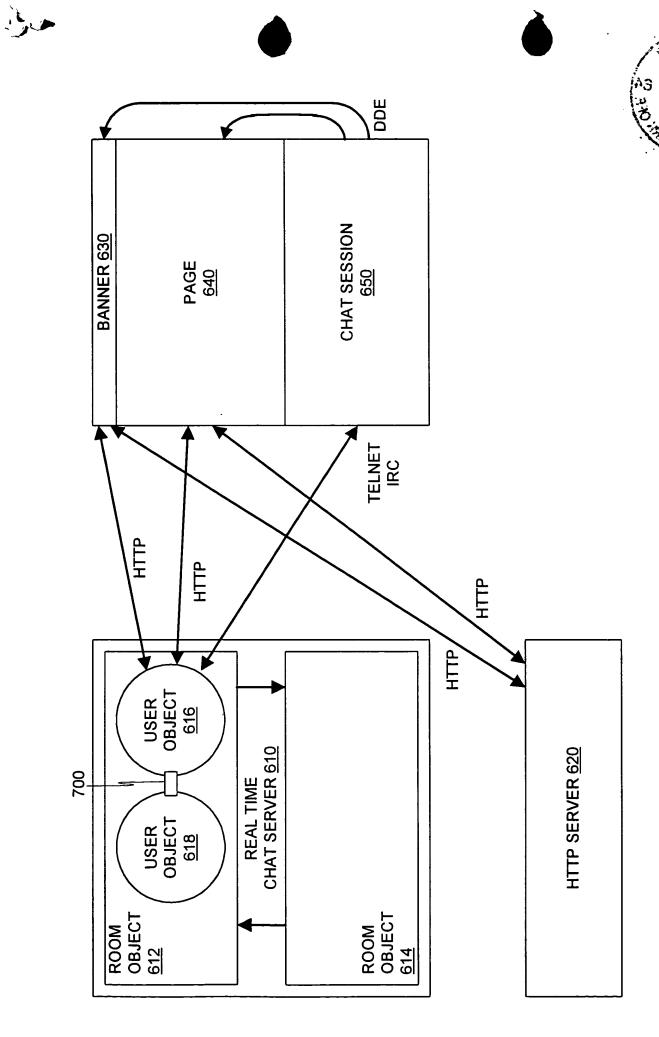
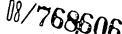


FIG. 7



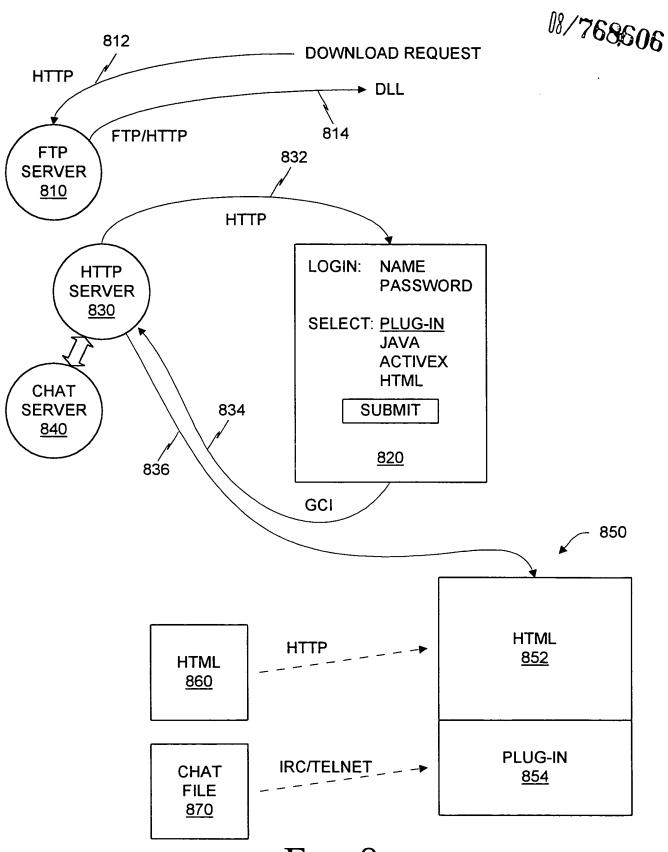


FIG. 8

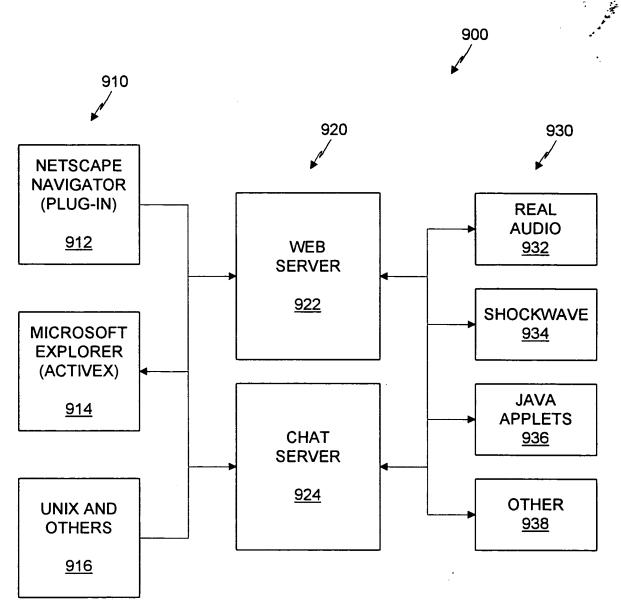


FIG. 9